

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: April 17, 2009/Stacey Bussey/

Stacey Bussey

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Eric J. Horvitz, *et al.*

Examiner: Thjuan Knowlin Addy

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Conf. No: 5347

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO
HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY
AND OPERATOR LOAD

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO OFFICE ACTION DATED JANUARY 7, 2009

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the following amendments and comments.